



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Estate Caretaker</b>
<b>SALARY:</b>	<b>£17,550 per annum</b>
<b>RESPONSIBLE TO:</b>	<b>Supervisor</b>
<b>ACCOUNTABLE TO:</b>	<b>Board of Blairtummock and Rogerfield Opportunities – through Supervisor</b>
<b>RESPONSIBLE FOR:</b>	<b>Assisting with Supervision of Apprentices</b>
<b>DATE:</b>	<b>October 2019</b>

## **JOB PURPOSE**

### General

The role of Blairtummock and Rogerfield Opportunities staff is to promote and serve the Vision, Values and Aims of the organisation. The organisation is the sole provider of Stair Cleaning and Backcourts Maintenance in Blairtummock and Rogerfield. We require all staff to excel and be highly motivated to meet the requirements of their role and organisational objectives to achieve our objective and goals. The post holder must be practical, dynamic, committed and flexible in their work, as well as being able to communicate and liaise effectively with all staff members to produce the best possible service to our clients and stakeholders.

## Specific

The specific purpose of the post of Estate Caretaker is to assist the Supervisor to effectively delivery the Stair Cleaning, Backcourts Maintenance and Gutter Cleaning service. These commitments are clearly stated in the Service Level Agreements with our parent and client, Blairtummock Housing Association. We all occasionally clear and clean empty properties and carry out some repairs to properties. All of our work must be completed in line with policies, procedures, legislation and good practice.

## Performance

The Estate Caretaker must comply with the Organisation's policies and procedures, as well as legislative, regulatory and good practice requirements in completing their duties as part of the Estate Caretakers Team. The post holder will be required to undertake any duties in keeping with their role and salary to ensure the provision of effective and efficient services.

### Objective 1

Provision of a high quality estate caretaking service

## **Tasks and Responsibilities**

The Estate Caretaker will:

- Clean backcourt, bin areas and paved areas weekly or more frequently as required
- Clean and maintain all landscaped areas including slabs, surrounds, removing and recycling/dumping furniture and rubbish as required
- Moss and graffiti removal, as required
- Clean and wash closes, stairs, windows as required
- Clean Gutters with gutter hoover and other equipment, as required
- Carry out property inspections and other ad-hoc works as directed by the Supervisor.

### Objective 2

Contribute to the provision of repair works to properties where required by Blairtummock Housing Association and/or other clients

## **Tasks and Responsibilities**

The Estate Caretaker will:

- Assist with clearing out empty properties as required, removing white goods, furniture, clothing and all other fixtures and fittings as required and ensure where appropriate recycling through Partner Organisations
- Assist with cleaning empty properties as required
- Where recycling is not possible ensure appropriate disposal of waste materials

- Carry out ad-hoc minor repairs to properties and their surrounds as directed by Supervisor

### Objective 3

To ensure high standards in working practices

### Tasks and Responsibilities

The Estate Caretaker will:

- keep all items supplied by the Organisation in good order
- keep the Unit in good order together with other users of the facility
- ensure that they are fully conversant with the Organisation's Health and Safety Policy and Procedures
- ensure they comply with the Organisation's Health and Safety Policies
- ensure that tools and equipment are maintained in good working condition
- ensure that they advise the Supervisor of any gaps in training or qualification which may arise due to changes in law or good practice or may become evident in the tasks that the operative is asked to complete
- ensure that they undertake any training or qualification which the Organisation considers necessary to allow them to improve their working performance or skillset

### Objective 4

To assist in ensuring that the Organisation complies with its policies on customer service

### Tasks and Responsibilities

The Estate Caretaker will:

- ensure the confidentiality of all information which they come into contact with in the course of their employment
- Meet customer expectations in accordance with service requirements
- Provide accurate and timely information on progress to customers with advice that is easily understood
- be courteous and professional to all recipients of the Organisation's service
- update daily work records so that accurate records of completed jobs is achieved.
- work occasionally out with normal work hours, if required, and receive time off in lieu

Signed as Accepted by.....

Full Name (printed).....

Date.....



## PERSON SPECIFICATION

### Estate Caretaker

	Essential Criteria	Desirable Criteria
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>- Basic literacy skills</li> </ul>	<ul style="list-style-type: none"> <li>- Training in garden maintenance / construction industry / common area cleaning</li> <li>- Driving Licence</li> <li>- Relevant Qualification or Training in Facilities Maintenance</li> <li>- Relevant Qualification or Training in Landscaping / Grounds Maintenance / Horticulture</li> <li>- CSVS Card</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>- Experience in manual working environment</li> </ul>	<ul style="list-style-type: none"> <li>- Experience in cleaning related duties</li> <li>- Experience in grass cutting and/or other Horticulture Work</li> </ul>
<b>Skills, Abilities &amp; Personal Attributes</b>	<ul style="list-style-type: none"> <li>- Excellent timekeeping</li> <li>- Conscientiousness</li> <li>- Pleasant friendly manner</li> <li>- Able to manage and prioritise workload</li> <li>- Neat and tidy appearance</li> <li>- Able to work on own initiative or as part of a team</li> <li>- Customer Focussed</li> </ul>	<ul style="list-style-type: none"> <li>- Basic Construction skills</li> <li>- Awareness of Housing Associations</li> <li>- Flexible</li> <li>- Good Communication Skills</li> <li>- Interested in learning new skills</li> </ul>

<b>Knowledge</b>	<ul style="list-style-type: none"> <li>- An awareness of H&amp;S in relation to functions of the job</li> </ul>	
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>- Awareness of equality issues and commitment to meet the Organisation's policies and codes of practice</li> <li>- Willing to meet Blairtummock and Rogerfield Opportunities Conditions of Service</li> <li>- Willing to wear uniform</li> <li>- Able to perform heavy / manual duties</li> <li>- Physically fit</li> </ul>	



## **Applications for Employment**

### **1.0 Introduction**

- 1.1 Blairtummock and Rogerfield Opportunities (BRO) is a Registered Scottish Charity (SC037657) constituted in 2006 to manage the affairs of a community facility and later expanding in Estate Caretaking Services. It evolved out of Blairtummock Housing Association as its wholly owned subsidiary; the charity expanded its purposes to also include employment and training, and environmental enhancement in 2015.
- 1.2 BRO created the Estate Caretakers Service in 2015 as the need for better stair cleaning and backcourts maintenance services to residents was realised and opportunities to deliver these services and also realise better environmental and employability outcomes were recognised.
- 1.3 Our client and parent Organisation, Blairtummock Housing Association, manage some 790 tenement and main door properties in Blairtummock and Rogerfield, these are predominantly two bedroom properties, although the Association does have a mix of other property sizes and types.

### **2.0 Post of Estate Caretaker**

- 2.1 The post of Estate Caretaker is a key role in the BRO Estate Caretakers Team. They will provide a high quality service in the upkeep and maintenance of backcourts, common areas, gutters and open spaces.
- 2.2 The successful candidate should preferably possess experience in ground or landscape maintenance, facilities maintenance and a range of experience in estate caretaking tasks. You should have a good knowledge of current Health & Safety Legislation.
- 2.3 You should have experience in a manual working environment and be able to

undertake estate caretaking tasks such as grass and hedge cutting, close cleaning, gutter cleaning, bulk uplift and removal and de-littering. You will be expected to undertake your role to the client's satisfaction. You must be able to work to deadlines; be customer focused and be able to communicate effectively with a range of stakeholders. You should be able to work on your own initiative or as part of a team, be conscientious; be flexible in your approach to meet organisational goals; and have a pleasant friendly manner.

- 2.4 The post will be based in Blairtummock, Easterhouse, Glasgow and the hours of work are 37.5 hours per week between 8:30am – 5pm on Monday to Thursday and 8.30am to 3:30pm on a Friday. There may be a requirement on occasions to undertake additional hours to meet organisational needs and deadlines or to attend meetings out with normal working hours. Where that is the case time off in lieu would be given.
- 2.5 The summary terms and conditions for the Estate Caretaker are as listed:
- i. The salary for this post is £17,550 per annum
  - ii. 37.5 hours per week
  - iii. 20 days' annual leave plus 15 public holidays per annum
- Note – full terms and conditions are available on request, these in the main reflect an employee's statutory employment rights.*

### **3.0 Recruitment Process**

- 3.1 We hope that the information provided to you for the post of Estate Caretaker and details about our Organisation will now encourage you to apply for this post.
- 3.2 You should provide the following information to apply for this post:
- i) Completed Application Form
  - ii) Completed Equal Opportunities Monitoring Form

### **You should not provide your C.V with your application**

- 3.3 Your application can be e-mailed to [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk) , it can be posted to the Organisation or hand delivered to our offices. If posting it is your responsibility to ensure you allow sufficient time for it to arrive at the Organisation's office, as applications received after the closing date will not be considered.
- 3.4 If you are invited for interview for this post we will arrange to view and copy your qualifications. References will only be requested if you are offered the position. One of your references should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, you may wish to give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job.

**Please do not include copies of your qualifications or references with your initial application.**

- 3.5 The job description aims to outline the key requirements of the post and the person specification lists the essential and desirable requirements for the post. When shortlisting for interview, the interview panel will only consider the information contained within your application form and assess this against the agreed person specification.
- 3.6 The interview panel will not make any assumptions about the nature of your experience, skills or knowledge based on the list of job titles of your current and previous jobs in their assessment of your application form. It is for you to use the space provided throughout the form to explain how your previous experience applies and relate this to the job description and person specification. As well as paid employment you may wish to include any voluntary work or other life experience or skills you can bring to the post and Organisation.
- 3.7 Your application form is the start of your relationship with the Organisation and its content and quality will demonstrate your dedication to be successful in this post and work for Blairtummock and Rogerfield Opportunities. It is for these reasons that you should ensure your application is legible and provides relevant and comprehensive information to give you the best possible opportunity of securing this post.
- 3.8 If you are related to any members of staff, consultants, contractors or suppliers to the Organisation or Blairtummock Housing Association – this should be clearly shown on the relevant part of the form. This will not necessarily be detrimental to your application.
- 3.9 If you are shortlisted for interview we will ensure you are given reasonable notice for the date of your interview. The interview panel will set questions based on the job description and person specification to ensure they can appoint the candidate with most suitable experience, knowledge, personal attributes and skills to excel in this role.
- 3.10 Blairtummock and Rogerfield Opportunities aims to be an equal opportunity employer and is committed to diversity in employment. If you feel that there is anything specifically that you need from us to encourage our commitment, or you wish an informal discussion with us then you may contact Eddy Ferguson, Compliance Manager, on 0141 773 5687.
- 3.11 The completed application should be submitted to the Organisation as follows:  
a) E-mail to [enquiries@blairtummock.org.uk](mailto:enquiries@blairtummock.org.uk); or  
b) Blairtummock and Rogerfield Opportunities, c/o Blairtummock Housing Association, 45 Boyndie Street, Glasgow, G34 9JL.
- 3.12 The closing date for receipt of your application is **12 noon on Thursday 12<sup>th</sup> December 2019**. Interviews are scheduled for **Early in 2020**.





**In Confidence**

<b>APPLICATION FOR EMPLOYMENT</b>
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Post applied for: **Estate Caretaker**

**Applications must be clearly written in black ink or typed.**

**PERSONAL DETAILS**

Surname.....

Initials.....

Address where we can write to you:

.....  
.....  
.....

Post Code .....

E-mail address: .....

If you can be contacted during the day by phone, please give the number:

Home ..... Mobile .....

Do you hold a current driving licence? YES/NO

Is it clean? YES/NO

If no, please give details.....

Have you ever been convicted of a criminal offence, other than a spent conviction under the Rehabilitation of Offenders Act 1974? YES/NO

## EMPLOYMENT HISTORY

Please give details of past and present work. This can be paid work, voluntary work or work from home. Start with the most recent.

**Please state current salary:** \_\_\_\_\_

From	To	Name of Employer, Job Title and Duties

**QUALIFICATIONS**

(Academic and/or Professional) or courses presently being studied.

Subject	Date Result Obtained	Dates of Study	Grade/Level

**OTHER EDUCATION**

Training - include any short course you have undertaken, e.g. Night school, First Aid, Company Training courses.

Name of Course	Date of Study	Details of Course

**COMPUTER SKILLS** (please detail your experience of using computers and technology)

**REFERENCES**

Please give the name and address of 2 people to whom references can be made. If you are at present employed or have been employed, please include details of present/last employer.

1.	2.	Name
		Job Title
		Company
		Company Address
		Company Address

### **PERSON SPECIFICATION**

We wish to compare your experience, skills and knowledge with our requirements. You should try to show in this section how you satisfy these. This does not have to be from paid work, but can be from other experience. The Selection Panel will consider candidates who do not meet every requirement so please complete all sections as appropriate.

<b>Essential Criteria</b>	<b>How You Satisfy the Criterion</b>
Basic Literacy Skills	
Experience of working in Manual Working Environment	
Excellent timekeeping	
Conscientiousness	
Pleasant friendly manner	
Able to manage and prioritise workload	
Neat and tidy appearance	

Able to work on own initiative or as part of a team	
Customer Focussed	
An awareness of H&S in relation to functions of the job	
Awareness of Equality Issues and commitment to meet the Organisation's policies and codes of practice	
Willing to meet Blairtummock and Rogerfield Opportunities Conditions of Service	
Willing to wear uniform	
Able to perform heavy / manual duties	
Physically fit	

Desirable Criteria	How You Satisfy the Criterion
Training in garden maintenance / construction industry / common area cleaning.	
Driving Licence	
Relevant Qualification or Training in Facilities Maintenance	
Relevant Qualification or Training in Landscaping / Grounds Maintenance / Horticulture	
CSVs Card	
Experience in cleaning related duties	
Experience in grass cutting and/or other Horticulture Work	
Basic Construction skills	

Awareness of Housing Associations and their environment	
Flexible	
Good Communication Skills	
Interested in learning new skills	



## ADDITIONAL INFORMATION IN SUPPORT OF YOUR APPLICATION

*Please provide information in support of your application for employment e.g. different type of contracts and works, personal attributes, skills and abilities; and any other information that you feel will demonstrate you can undertake the role successfully and be an asset to Blairtummock and Rogerfield Opportunities.*

## **ASSISTANCE FOR PEOPLE WITH DISABILITIES**

Do you consider that you have a disability?

YES/NO

If YES - are there any arrangements which we can make for you if you are called for

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## **GENERAL INFORMATION**

How soon after an offer of a job would you be able to start? .....

## **NOTE TO ALL APPLICANTS**

In accordance with the Asylum and Immigration Act 1996 Section 8, if you are invited to attend an interview you must provide an original document which states your National Insurance Number e.g. P45, P60, Payslip or a National Insurance Number Card.

## **DECLARATION**

I confirm that to the best of my knowledge the information I have provided in this application is correct.

- (a) I am/am not related in any way to a committee member of the Association.
- (b) I am/am not related to any member of staff, consultant, contractor or supplier of the Association.

Signed ..... Date .....



## **EQUAL OPPORTUNITIES MONITORING FORM**

Blairtummock and Rogerfield Opportunities is committed to equal opportunities in employment, regardless of: age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race (including colour, nationality ethnic or national origins and citizenship), religion/belief, sex and sexual orientation.

We would therefore ask you to please complete the following questionnaire to help us ensure that we are reaching all sections of the community, and to check the effectiveness of our recruitment practices.

All information will be treated in the strictest confidence, in line with requirement of Data Protection Act 1998, and will not affect your organisation.

**Gender:** ☐ Female ☐ Male ☐ Trans Gender

**Disability:** Do you consider yourself to have a disability/special needs? ☐ Yes ☐ No

If yes, please describe your disability/special needs (e.g. visual, speech, hearing). This will help us to facilitate your needs/requirements.

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Please indicate any individual special requirements/equipment

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**Ethnic Origin:** Please choose ONE section from A to E, then tick the appropriate box to indicate your cultural background

**A White**

- ☐ English
- ☐ Scottish
- ☐ Welsh
- ☐ Irish
- ☐ Polish
- ☐ Gypsy Traveller
- ☐ Other White

**B Mixed**

- ☐ Any mixed background

**C Asian or Asian Scottish/British**

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Other Asian

**D Black or Black Scottish/British**

- ☐ Caribbean
- ☐ African
- ☐ Other black

**E Other ethnic group**

- ☐ Arab, Arab Scottish/British

☐ Prefer not to say

Any other ethnic group (please state) \_\_\_\_\_

**Religion:** I would describe my religious background/belief as: \_\_\_\_\_

- ☐ None ☐ I prefer not to say

**Sexual Orientation:**

- ☐ Bi-sexual ☐ Gay/Lesbian ☐ Heterosexual/Straight ☐ Prefer not to say

**Age: Please indicate your age group**

☐ 16 – 24      ☐ 25 – 34      ☐ 35 – 44      ☐ 45 – 54      ☐ 55 – 64      ☐ 65 & over

**Where did you see this post advertised?**

☐ EVH Bulletin      ☐ EVH Website      ☐ Word of Mouth

☐ Other      If other please state: \_\_\_\_\_